

ERASMUS+ TANULMÁNYI ÉS GYAKORNOKI MOBILITÁS
2016. JÚLIUS 15-AUGUSZTUS 12
MÁLTA
2016-1-HU01-KA116-022776

I. **At the airport** (At the check-in desk)

CHECK-IN WORKER: Hello. Where are you flying today?

YOU: Hi, I'm flying to London, England.

CHECK-IN WORKER: Can I see your ticket and your passport, please?

YOU: Sure. Here's my passport. And here's my e-ticket.

CHECK-IN WORKER: Thank you. Would you like a window seat?

YOU: No, I'd like an aisle seat please.

CHECK-IN WORKER: OK, and is all this luggage yours?

YOU: These two bags are mine.

CHECK-IN WORKER: All right. One of your bags is overweight... I'm going to have to charge you for the excess weight.

YOU: I see. How much extra do I have to pay? And can I pay by credit card?

II. **At the hotel** (Making a reservation)

HOTEL CLERK: The Four Seasons Hotel. How can I help you?

YOU: Hello, My name is Mr. Wong. I'd like to reserve a room. Do you have any available from March 10th to March 13th?

HOTEL CLERK: Yes, we do. Would you like a double room or a single room?

YOU: How much is the double room per night?

HOTEL CLERK: It's \$75 per night... And the single room is \$65 per night.

YOU: I'm looking for a room that would be nice for a romantic weekend. Which of the two do you recommend?

HOTEL CLERK: I'd go with the smaller one, the single room. It's much nicer... And two people can stay in that room.

YOU: OK, perfect. I'd like to reserve that one then.

HOTEL CLERK: Alright. I've made that reservation for you. And how will you be arriving?

YOU: We'll be arriving by car.

HOTEL CLERK: Perfect. We have an underground lot where you can park your car.

III. **At the hotel** (Checking-in)

YOU: Hello, My name is Dennis. I have a reservation.

HOTEL CLERK: Certainly, sir. (*CHECKS THE RESERVATION SYSTEM*) Yes, would you like a room facing the pool or the ocean?

YOU: Is there a difference in price between the two?

HOTEL CLERK: Yes, the rooms that face the ocean are \$100 per night, while the ones facing the pool are \$80 per night.

YOU: OK, I'll go with the one facing the ocean, please.

HOTEL CLERK: And you would like that for three nights, correct?

YOU: Yes, that's right.

HOTEL CLERK: I'll have the porter bring up your bags.

YOU: No, that's fine, I'll do it myself.

IV. **At the hotel** (Getting from the hotel into the city)

YOU: How do I get to downtown from here? Can I take a bus or do I have to take a taxi?

HOTEL CLERK: There are no buses that go to downtown from here. You'll have to take a cab.

YOU: And how much does that cost?

HOTEL CLERK: The fare to downtown is usually about \$20. Would you like me to call you one?

YOU: Sure, can I get one for 2:00 PM?

HOTEL CLERK: Absolutely. It'll be waiting for you in front of the hotel. Is there anything else I can do for you?

YOU: Yes, can you get someone to change the sheets in my room?

HOTEL CLERK: Yes, of course.

YOU: Thanks. You have been very helpful.

v. **At the hotel** (Asking for directions)

YOU: Can you recommend a good restaurant around here?

HOTEL CLERK: Hmm... there aren't any restaurants around here...

YOU: What about in the city?

HOTEL CLERK: There are a lot of good restaurants in the area of the city called Uptown. If you go to Central Avenue, you'll see about 10 different restaurants, all of which are highly recommendable.

YOU: Great! How do we get to Central Avenue from here?

HOTEL CLERK: When you exit the parking lot, turn left on Main Street. Keep driving for about 10 blocks, and you'll come to Central Avenue. Turn right. The restaurant zone is about 5 blocks from there.

YOU: So, we have to make a right turn on Central Avenue?

HOTEL CLERK: That's correct. Would you like me to draw you a map?

YOU: No, thanks, I think we will be fine.

vi. **Buying tickets** (plane, train, bus)

YOU: Hello. Could I get two tickets to Boston, please, for the 5:00 PM bus.

CLERK: Sure. That'll be \$100.

YOU: Oh, I thought these tickets were on sale?

CLERK: They are, but only when you book two weeks in advance.

YOU: OK, no problem... I'll take them. How much did you say they were?

CLERK: \$100. You did want one-way tickets, not round-trip, right?

YOU: That's right. Can I pay by credit card?

CLERK: No, I'm sorry, we only accept cash.

YOU: OK, could you tell me where the nearest ATM (= cash machine) is?

CLERK: There's one in the bank across the street from here.

VII. **Restaurant** (Seating)

HOSTESS: Hi and welcome to Roberto's. Do you have a reservation?

YOU: No, we don't. Do you have any free tables this evening?

HOSTESS: Yes, we do... for 2?

YOU: No, for 4 please. Some friends will be joining us.

HOSTESS: Right this way, please. (*SHOWS YOU A TABLE*)

YOU: Could we get a table by the window?

HOSTESS: I'm sorry, but all those tables are reserved tonight...

YOU: Could you please double check for us? Those tables are really nice.

HOSTESS: Certainly. I'll be back in a second... You're in luck! Someone just cancelled their reservation!

YOU: That's great! Thank you very much for your help. **Restaurant –Ordering**

WAITER: Hi and welcome to Roberto's. Are you ready to order?

YOU: Not yet, give us a second, please.

WAITER: No problem. I'll be back in a couple of minutes.... (*AFTER A COUPLE OF MINUTES*) What would you like to order?

YOU: How big are your portions?

WAITER: Very big, you'll definitely get full :)

YOU: Perfect. And what does each order come with (= include)?

WAITER: Each order includes fries or a salad.

YOU: OK. I'll have the chicken breast, and for my wife... the trout.

WAITER: Great. And would you like fries or salad with that?

YOU: Fries for me and a salad for my wife.

WAITER: All right. I'll be right back with your order.

IX. Leaving a Message

Caller 1: Hello, this is Jane.

Caller 2: Hello, this is Ken. May I speak with Andy?

Caller 1: I'm afraid Andy isn't in at the moment.

Caller 2: Could you take a message?

Caller 1: Sure, just a moment let me get a pencil... OK.

Caller 2: Great. Can you tell Andy that we're meeting tomorrow at three o'clock.

Caller 1: OK ... three o'clock meeting with Ken. Does he know where the meeting is?

Caller 2: Tell him we'll be meeting in the corner office downtown.

Caller 1: Yes, corner office downtown. Is there anything else?

Caller 2: I'll leave my telephone number just in case he doesn't have it.

Caller 1: OK, I'm ready.

Caller 2: Yes, my cell phone number is 439 908 7754.

Caller 1: That's 439 808 7754.

Caller 2: No, it's 439 908 7754.

Caller 1: Ah, sorry.

Caller 2: No problem. Thanks for your help.

Caller 1: I'll make sure Andy sees this as soon as he gets in tonight.

Caller 2: Thank you. Good bye.

Caller 1: Good bye.

X. **Taking a Message**

Receptionist: Janson Wine Importers. Good Morning. How can I help you?

Caller: Could I speak to Mr Adams, please?

Receptionist: Who's calling please?

Caller: This is Anna Beare.

Receptionist: Sorry, I didn't catch your name.

Caller: Anna Beare. That's B E A R E

Receptionist: Thank you. And where are you calling from?

Caller: Sun Soaked Vineyards

Receptionist: OK Ms Beare. I'll try and put you through. ... I'm sorry but the line's busy.
Would you like to hold?

Caller: Could I leave a message?

Receptionist: Certainly.

Caller: Could you tell Mr Adams that our shipment will be postponed and that the 200 cases ordered should arrive next Monday.

Receptionist: Shipment delayed ... arriving next Monday.

Caller: Yes, and could you ask him to call me back when the shipment arrives?

Receptionist: Certainly. Could you give me your number please?

Caller: Yes, it's 503-589-9087

Receptionist: That's 503-589-9087

Caller: Yes, that's right. Thanks for your help.

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I. Asking a Question about a Bill

Caller 1: Good afternoon, Northwest Electricity, how may I help you?

Caller 2: Good afternoon, this is Robert Tips, I have a question about my electricity bill this month.

Caller 1: I'd be happy to help you with that Mr. Tips. Can I have your account number?

Caller 2: I'm afraid I don't have that with me.

Caller 1: It's no problem, I'll just look your name up in our database.

Caller 2: Great.

Caller 1: Could you give me your address as well?

Caller 2: It's 2368 NW 21st Ave. Vancouver, Washington.

Caller 1: Yes, I have your account up on my computer. How may I help you?

Caller 2: The last bill I received seemed too high.

Caller 1: Yes, I see that it was considerably higher than last year. Did you use more electricity?

Caller 2: No, I don't think we used any more electricity that the year before.

Caller 1: OK, I'll tell you what I can do. I'll mark this and have a supervisor take a look at the account.

Caller 2: Thank you. When can I expect an answer?

Caller 1: We should have an answer for you by the end of the week. I'll give you an inquiry number.

Caller 2: OK, let me get a pen OK, I'm ready.

Caller 1: It's 3471.

Caller 2: That's 3471.

Caller 1: Yes, that's correct.

Caller 2: Thank you for your help.

II. Telephone Banking

Representative: Hello. How can I help you today?

Customer: Hello. I'd like some information on the telephone banking services offered at by your bank.

Representative: Certainly. What is your account number?

Customer: at the High Street Branch.

Representative: What would you like to know?

Customer: How do I sign up?

Representative: Just let me know, I'll sign you up immediately.

Customer: Can you tell me how the telephone banking services work?

Representative: You can do all your day-to-day banking over the telephone, 24 hours a day.

Customer: That's great. How do I access my account?

Representative: Just call the bank, key in your PIN number and listen to the menu of options available.

Customer: How do I choose which option I want?

Representative: Just press the number for the service stated by the recording.

Customer: What kind of things can I do?

Representative: You can check your balance, pay bills, order a statement or even transfer money to another bank.

Customer: That's fantastic! Can I trade stocks and bonds.

Representative: I'm afraid you will have to have a special account for that.

Customer: What about getting help if I have any problems?

Representative: There's an automated answering machine and staff are available 9 to 5 seven days a week.

Customer: It all sounds very good to me. I'd like to sign up.

Representative: Alright, can you answer a few questions please?

Customer: Certainly...

III. Problems with a Client

(in an office)

Ms Adams: Thank you for coming to the meeting today, Mr Gilder.

Mr Gilder: My pleasure, Ms Adams. Now, what problems are we having around here?

Ms Adams: Well, unfortunately, we're having a number of problems with our clients in Holland.

Mr Gilder: They usually pay on time. I don't understand ...

Ms Adams: Yes, you're right. They ARE excellent clients. Unfortunately, they aren't pleased with the merchandise we are sending them.

Mr Gilder: How can that be? We always provide first class products.

Ms Adams: I know, however they aren't happy. They say they are meeting with a new manufacturer next week.

Mr Gilder: Nonsense, and what are we doing to change things?

Ms Adams: Well, that's the reason for our meeting today. I'd like to make a few suggestions.

Mr Gilder: I'm listening ...

Ms Adams: Why don't we change suppliers?

Mr Gilder: Is that the problem?

Ms Adams: Let's take a look at some of the suppliers in the area. I'm sure we can find a better one.

Mr Gilder: OK, what other suggestions have you got?

Ms Adams: Shall we invite them to meet with us?

Mr Gilder: That's an excellent idea. It'll show them our concern.

Ms Adams: OK, I'll arrange a meeting. Thank you Mr Gilder.

Mr Gilder: No, thank you Ms Adams.

IV. What's in Your Office?

David: I've got a new office now...

Maria: That's great! Congratulations.

David: I'll need a desk and some cabinets. How many cabinets are there in your office?

Maria: I think there are four cabinets in my office.

David: And do you have any furniture in your office? I mean other than the chair at your desk.

Maria: Oh yes, I've got a sofa and two comfortable armchairs.

David: Are there any tables in your office?

Maria: Yes, I've got a table in front of the sofa.

David: Is there a computer in your office?

Maria: Oh yes, I keep a laptop on my desk next to the phone.

David: Are there any flowers or plants in your office?

Maria: Yes, there are a few plants near the window.

David: Where's your sofa?

Maria: The sofa is in front of the window, between the two armchairs.

David: Thanks a lot for your help Janet. This gives me a good idea of how to arrange my office.

Maria: My pleasure. Good luck with your decorating!

V. What Were You Doing?

Betsy: I telephoned you yesterday afternoon but you didn't answer? Where were you?

Brian: I was in another room when you called. I didn't hear the phone ringing until it was too late.

Betsy: What were you working on?

Brian: I was photocopying a report that I needed to send to a client. What were you doing when you telephoned?

Betsy: I was looking for Tom and couldn't find him. Do you know where he was?

Brian: Tom was driving to a meeting.

Betsy: Oh, I see. What did you do yesterday?

Brian: I met the representatives from Driver's in the morning. In the afternoon, I worked on the report and was just finishing when you telephoned. What did you do?

Betsy: Well, at 9 I had a meeting with Ms Anderson. After that, I did some research.

Brian: Sounds like a boring day!

Betsy: Yes, I don't really like doing research. But it needs to be done.

Brian: I agree with you on that, no research - no business!

Betsy: Tell me about the report. What do you think of it?

Brian: I think the report is a good. Tom believes it's good, too.

Betsy: I know that every report you write is excellent.

Brian: Thank you Betsy, you are always a good friend!

VI. Funds Transfer and Deposits

Maria: Alice, have you transferred the funds to the Anderson account yet?

Alice: No, I haven't done that yet.

Maria: Good, there are a few changes we need to make.

Alice: Really? It's good I haven't had a chance to go to the bank yet. What has been changed?

Maria: They've asked to how the funds transferred into three different accounts. Here's the updated information.

Alice: This looks more complicated.

Maria: It's not that difficult. Just take along the account numbers, amounts and payment scheme to the bank with you.

Alice: Am I authorized to make these changes?

Maria: I can call ahead and let them know. Here's the PIN number in any case.

Alice: Is there anything else I need to do?

Maria: Yes, could you make these deposits when you go.

Alice: Certainly, which accounts do you want to use.

Maria: Deposit the checks into our savings account. Put the cash into checking

Alice: OK, I'll probably leave in about a half an hour.

VII. Putting Someone Through

Receptionist: Janson Wine Importers. Good Morning. How can I help you?

Caller: Could I speak to Ms Simpleton, please?

Receptionist: Who's calling please?

Caller: This is Jack Reilly from Lookout Vineyards.

Receptionist: Sorry, I didn't get your name.

Caller: Jack Reilly. That's R E I L L Y.

Receptionist: Thank you. And where are you calling from?

Caller: Lookout Vineyards.

Receptionist: OK Mr Reilly. I'll try and put you through.

Caller: Thank you.

Receptionist: You're welcome.

VIII. How to Use an ATM

Susan: How do I use the ATM?

Alan: First of all, put your card in this slot and enter your PIN.

Susan: OK. Then I choose withdrawal?

Alan: Yes, choose withdrawal, not account information.

Susan: What's next?

Alan: The ATM calls up your checking or savings account.

Susan: And then?

Alan: Enter the amount you want to take out of your account.

Susan: How much can I take out?

Alan: Most accounts have a limit of \$400.

Susan: What happens after I enter the withdrawal amount?

Alan: The ATM gives you bills, usually \$20 bills. Take the money and receipt from the slots.

IX. Placing an Order (*on the telephone*)

Jane Tegal: Hello, this is Jane Tegal from Excellerator Co. calling. May I speak to Mr. Mitchell?

Arthur Mitchell: Hello Ms Tegal, this is Arthur Mitchell.

Jane Tegal: Hello, I'd like to place an order for a number of your Millennium desk units.

Arthur Mitchell: Certainly. How many were you interested in ordering for purchase?

Jane Tegal: Quite a few. Do you have many available in the warehouse?

Arthur Mitchell: We keep a large supply in stock. There's also a showroom with quite a few on hand. It shouldn't be a problem.

Jane Tegal: Well then. I'd like 75 units by the end of the month. Could I get an estimate before place an order?

Arthur Mitchell: Certainly, I'll have it for you by the end of the day.

Jane Tegal: What does the estimate include?

Arthur Mitchell: Estimates include merchandise, packaging and shipping, duty if required, any taxes and insurance.

Jane Tegal: Do you ship door-to-door?

Arthur Mitchell: Certainly, all shipments are door-to-door.

Delivery dates depend on your location, but we can usually deliver within 14 business days.

Jane Tegal: Thank you for your help.

Arthur Mitchell: My pleasure. You can expect an e-mail by 5 this afternoon.

X. Looking for a Bookkeeper

Bruce: Have you finished the balance sheets yet?

Alice: I've been working on them since 10 this morning. I'm almost done.

Bruce: No need to rush. I don't need them until tomorrow morning.

Alice: Janet told me we're looking for a new bookkeeper. Is that true?

Bruce: Yes, We've been looking, but no luck yet.

Alice: I know someone who'd be perfect.

Bruce: Oh really, does she have any experience?

Alice: Of course, she's been working for Smith CPA and Co. since 2004.

Bruce: Great. Ask her to come in for an interview.

Alice: Sounds good. She's not too happy in her current position. I'm sure she'll be interested in interviewing for the job.

Bruce: Oh, I almost forgot to ask ... have you opened the new accounts at Wells Fargo?

Alice: Yes, I have. Here are the account numbers, PIN number, and paperwork.

Bruce: Thanks. Well, let me know when you finish those balance sheets.

Alice: Sure, I should be done soon.

XI. Tomorrow's Meeting

Alice: We're having a meeting tomorrow. Can you make it?

Kevin: When is it taking place?

Alice: We're planning on 10 o'clock. Is that OK?

Kevin: Yes, that'll be fine.

Alice: We're going to go over last quarter's sales figures.

Kevin: Good. I have some input I'd like to make.

Alice: Frank is also going to make some suggestions on improving the bottom line.

Kevin: That'll be interesting. He's got keen insights.

Alice: Yes, he's going to outline some new sales strategies.

Kevin: Is Alan attending?

Alice: No, he's flying to San Francisco and won't be able to make it.

Kevin: Oh well, maybe He'll phone in.